Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Critical	High	Low	Medium	FCR Total
Administrative Services	1 0	4 0	93 35	3 0	101 35
Customer Company Total	1 0	4 0	93 35	3 0	101 35

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Critical	High	Low	Medium	MIR Total
Administrative Services	1	4	93	3	101
	0	1	9	0	10
Customer Company Total	1	4	93	3	101
	0	1	9	0	10

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Critical	High	Low	Medium	ATTIR Total
Administrative Services	1	4	93	3	101
	0.19	0.72	0.39	0.49	0.40
Customer Company Total	1	4	93	3	101
	0.19	0.72	0.39	0.49	0.40

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Critical	High	Low	Medium	MR Total
Administrative Services	1 0	4 0	93 6	3 0	101 6
Customer Company Total	1 0	4 0	93 6	3 0	101 6

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | **Top Number - Total Incidents** | | | | |
| | **Bottom Number - Average time in hours** | | | | |
Customer Company	**Critical**	**High**	**Low**	**Medium**	**ATTR Total**
Administrative Services	1 0.48	4 1.46	93 1.60	3 2.75	101 1.62
Customer Company Total	1 0.48	4 1.46	93 1.60	3 2.75	101 1.62

Administrative Services

Detail

Incident	Requester	Category	Type	Item		TIR Missed		TIR
INC000000301180	Brian Spencer	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	1.36
Application Services	Danielle Hood	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.36
INC000000301209	Mark Dalton	Network	Error	None		TIR Missed: No	TIR:	0.33
Network Operations	J. L. Flack	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.84
INC000000305637	Ed Wilson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000305709	Julie D'Alesandro	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR:	1.06
Help Desk	Sarah Johnson	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.17
INC000000305828	Doug Hunter	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.13
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.13
INC000000305864	Carma Hicks	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	1.23
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	8.70
INC000000306094	Tim Parkinson	Mobile Devices	Error	BlackBerry Enterprise Server		TIR Missed: No	TIR:	0.20
Application Services	Danielle Hood	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	9.73
INC000000306167	Mike Ambre	Mobile Devices	Error	Droid		TIR Missed: Yes	TIR:	2.33
Application Services	Dustin Crump	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.57
INC000000306250	Tim Walden	PC/Laptop	Hardware	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Torri Randa	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306280	Cheri Passey	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.33
Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000306416	Marilee Richins	None	None	None		TIR Missed: No	TIR:	0.61
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.02
INC000000306443	Yolanda Larrymore	Application	Error	Action Request System		TIR Missed: No	TIR:	0.10
Internal Application Development a	Beth Hendricks	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.56
INC000000306457	Paul Ferguson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306623	Tony Dayish	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.86
Rural South Desktop Support	Meladye Shively	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.86
INC000000306835	Antoinette Pilby	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.57
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	9.25
INC000000307081	Sheila Love	Application	Error	None		TIR Missed: Yes	TIR:	1.36
Capitol Hosting	Dale Hicks	Administrative Services	High	Closed		TTR Missed: No	TTR:	1.36

Administrative Services

INC000000307105	Ken Roner	Application	Error	None			TIR Missed: No	TIR:	0.40
	Capitol Hosting	Dale Hicks	Administrative Services	High	Closed		TTR Missed: No	TTR:	1.02
INC000000307138	Elizabeth Perkes	Network	Incident	None			TIR Missed: No	TIR:	0.19
	Capitol Hosting	Matt Dunlap	Administrative Services	Critical	Closed		TTR Missed: No	TTR:	0.48
INC000000307351	Scott Whitney	Telecom	None	None			TIR Missed: No	TIR:	0.21
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.21
INC000000307757	Paul Ferguson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308049	Mark Dalton	None	None	None			TIR Missed: No	TIR:	0.00
	Network Operations	Brian Chatwin	Administrative Services	Low	Closed		TTR Missed: No	TTR:	
INC000000308201	Yolanda Larrymore	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.48
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	5.12
INC000000308412	Tami Nelson	Telecom	None	Telephone			TIR Missed: No	TIR:	0.24
	Voice Operations	Lois Schow	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000308426	Steve Canning	Telecom	Dial Tone	Telephone			TIR Missed: No	TIR:	0.30
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000308511	Gary Robertson	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.33
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.36
INC000000309020	Christopher Bruhn	Application	Reporting	Adobe Acrobat			TIR Missed: No	TIR:	0.27
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.18
INC000000309032	Elizabeth Perkes	None	None	None			TIR Missed: Yes	TIR:	5.03
	Capitol Hosting	Curtis Parker	Administrative Services	Low	Closed		TTR Missed: No	TTR:	5.03
INC000000309617	Darrell Hunting	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310041	Mark Dalton	Network	Performance	None			TIR Missed: No	TIR:	0.34
	Network Operations	J. L. Flack	Administrative Services	Low	Closed		TTR Missed: No	TTR:	
INC000000310041	Mark Dalton	Network	Performance	None			TIR Missed: No	TIR:	0.00
	Network Operations	J. L. Flack	Administrative Services	Low	Closed		TTR Missed: No	TTR:	
INC000000310306	Bill Luttmer	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310493	Rod Swaner	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.85
	Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed		TTR Missed: Yes	TTR:	6.06
INC000000311342	Yolanda Larrymore	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.64

Administrative Services

INC000000311373	Dorothy Taylor	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	5.48
INC000000311557	Yolanda Larrymore	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.11
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000311566	Julie D'Alesandro	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311593	Matthias Mueller	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311800	Susan White	Application	Error	Microsoft PowerPoint			TIR Missed: No	TIR:	0.36
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Medium	Closed		TTR Missed: No	TTR:	0.83
INC000000311810	David L Lewis	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.06
	Metro D Help Desk	Jed Patrick	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000311818	David L Lewis	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.03
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000311969	Yolanda Larrymore	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.83
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.87
INC000000312110	Sheri Wolfley	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.42
INC000000312334	Michael Rigby	Application	None	None			TIR Missed: No	TIR:	0.48
	Capitol Hosting	Dale Hicks	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.96
INC000000312412	Sheri Wolfley	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000312600	Kurt Gasser	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.19
	Voice Operations	Annette Nielsen	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000312601	Sandy Leota	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Administrative Services	Low	Closed		TTR Missed: No	TTR:	2.76
INC000000312636	Priscilla Anderson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000312809	Sandy Leota	Network	Error	Employee Gateway			TIR Missed: No	TIR:	0.28
	Metro B Help Desk	Gary Graham	Administrative Services	Low	Closed		TTR Missed: No	TTR:	1.22
INC000000313071	Sheri Wolfley	Network	Error	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.68
INC000000313205	Sandy Leota	Network	Password	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gary Graham	Administrative Services	Low	Closed		TTR Missed: No	TTR:	0.90

Administrative Services

INC000000313428	Mary Naylor	Network	None	None		TIR Missed:	No	TIR:	0.63
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed:	Yes	TTR:	6.76
INC000000313775	Emily Barnes	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.06
INC000000314278	Gary L Williams	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.32
Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.83
INC000000314293	Rick James	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.08
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.13
INC000000314605	Gary L Williams	Telecom	Dial Tone	Telephone		TIR Missed:	No	TIR:	0.61
Voice Engineering	Julie Johnson	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	5.76
INC000000314638	Gene Baird	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.57
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	5.79
INC000000314678	Jeffrey Coates	Application	SSL Certificate	Mozilla Firefox		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000314823	Susan Vogel	None	None	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	
INC000000314836	Jill Ressler	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.77
Capitol Desktop Support	Peter Musser	Administrative Services	Medium	Closed		TTR Missed:	No	TTR:	3.78
INC000000315970	Rod Swaner	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.44
Metro B Help Desk	Val Shepherd	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.68
INC000000316096	Ed Wilson	Network	Password	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed		TTR Missed:	No	TTR:	0.22
INC000000316333	Ed Wilson	None	None	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Resolved		TTR Missed:	Yes	TTR:	7.09
INC000000316567	Rosemary Cundiff	Application	Error	Avaya IP Softphone		TIR Missed:	No	TIR:	0.66
Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.79
INC000000316624	Julie Thompson	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.44
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.44
INC000000316963	Doug Hunter	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000316983	Kurt Gasser	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	TIR:	2.10
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	5.04
INC000000317173	Sam Lee	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.40
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.45

Administrative Services

INC000000317321	George D Lewis	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317335	Glen Fairclough	Application	None	None			TIR Missed: Yes	TIR:	2.35
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	2.35
INC000000317397	Elizabeth Perkes	Application	Password	Archives Management System			TIR Missed: No	TIR:	0.89
	Capitol Hosting	Matt Dunlap	Administrative Services	High	Resolved		TTR Missed: No	TTR:	0.89
INC000000317410	Elizabeth Perkes	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000318168	Sophia Manousakis	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.00
	Voice Operations	Lois Schow	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000318390	Dave McKay	Network	Password	None			TIR Missed: No	TIR:	0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.83
INC000000318485	Dave McKay	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000318843	Susan Hunt	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.07
	Voice Operations	Kelly Johnson	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.25
INC000000319202	Paul Ferguson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319204	Sheri Wolfley	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319286	Cynthia S Bowers	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319718	Matthias Mueller	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319906	Dave Williams	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000320268	Emily Barnes	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.13
	Voice/Data/WAN Services	Mark Thomas	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.37
INC000000320322	Chris Sadler	Mobile Devices	Error	Droid			TIR Missed: No	TIR:	0.33
	Application Services	Danielle Hood	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	5.46
INC000000320581	Shirley Robinson	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000320589	James Golden	None	None	None			TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Administrative Services

INC000000320722	Larry Simpson	Application	None	None		TIR Missed:	Yes	TIR:	3.93
Capitol Hosting	Dale Hicks	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	4.20
INC000000320774	Amanda Ronan	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320882	Dan Martinez	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.27
Application Services	Martin Gonzalez	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	3.75
INC000000320883	Robert Miles	None	None	None		TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000320984	Nikki Sanchez	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.16
Application Services	Martin Gonzalez	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	1.15
INC000000321488	Arcy Lopez	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.37
Voice Operations	Annette Nielsen	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.47
INC000000321561	Dan Martinez	Network	Error	None		TIR Missed:	No	TIR:	0.92
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	2.08
INC000000322238	Mark Dalton	Network	Error	None		TIR Missed:	No	TIR:	0.24
Campus Networking	Jordy Davis	Administrative Services	High	Resolved		TTR Missed:	No	TTR:	2.56
INC000000322247	Shirley Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322266	Barbara Sutherland	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.76
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	5.82
INC000000322282	Mark Dalton	None	None	None		TIR Missed:	No	TIR:	0.13
Network Operations	Dave Bodily	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	4.60
INC000000322462	Brian Spencer	Application	Error	PGP		TIR Missed:	No	TIR:	0.19
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	2.30
INC000000322499	Anne McNally	Application	Error	PGP		TIR Missed:	No	TIR:	0.33
Capitol Desktop Support	Peter Musser	Administrative Services	Medium	Resolved		TTR Missed:	No	TTR:	3.63
INC000000322505	Jeff C Williams	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.14
INC000000322592	Kent D Beers	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322614	Debbie Bowen	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.12
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.18
INC000000323251	Sophia Manousakis	None	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Resolved		TTR Missed:	No	TTR:	0.00